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FOR IMMEDIATE RELEASE

PSC GOES ONLINE WITH UTILITY COMPLAINT FORM

LINCOLN – Nebraska consumers with unresolved issues regarding their regulated utilities may now file their complaints online with the Nebraska Public Service Commission.

The Commission inaugurated its online complaint form on October 27 on the Commission's website at psc.state.ne.us to give consumers another avenue to seek regulatory help. Initially, consumer complaints regarding telephone, wireless, natural gas, and motor transportation issues may be filed with the Commission via the Internet. The PSC is exploring adding other areas under its jurisdiction to the complaint process.

Second District Commissioner Anne Boyle of Omaha, Commission chair, said the online complaint form will be available 24 hours a day, seven days a week including holidays.

The form asks consumers to identify themselves, select a type of complaint from a menu, identify the company they are complaining about and describe the nature of the complaint. The form may be transmitted electronically via the Internet to the Commission. It will automatically be sent to the appropriate PSC department for handling.

"This step will address one of the objectives of eGovernment by providing to the public easy 24-hour access to government agencies responsible for addressing problems with utilities," Boyle said.

“We still ask that individuals first attempt to resolve the problem with the utility before contacting the Commission,” Boyle said. “We also know that many people do not know there is a state regulatory agency to help solve consumer problems with utilities.”

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